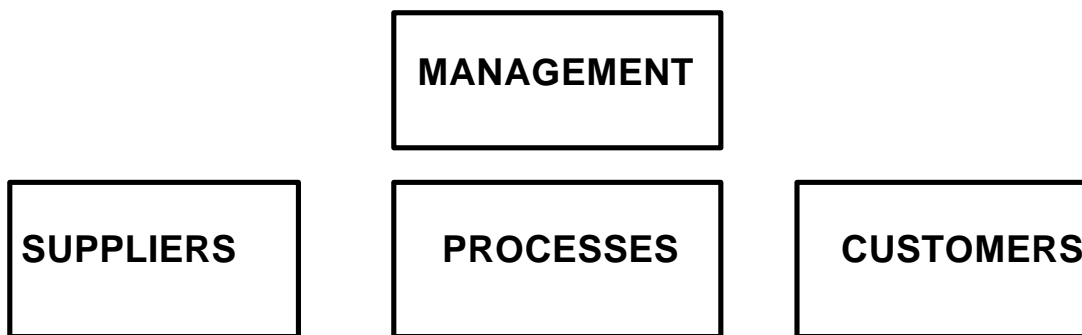


➤➤ *Appendix B*

Quality Storybook:

Blank Form

QUALITY STORYBOOK



Project: _____

Team: _____

Sponsor: _____

Example

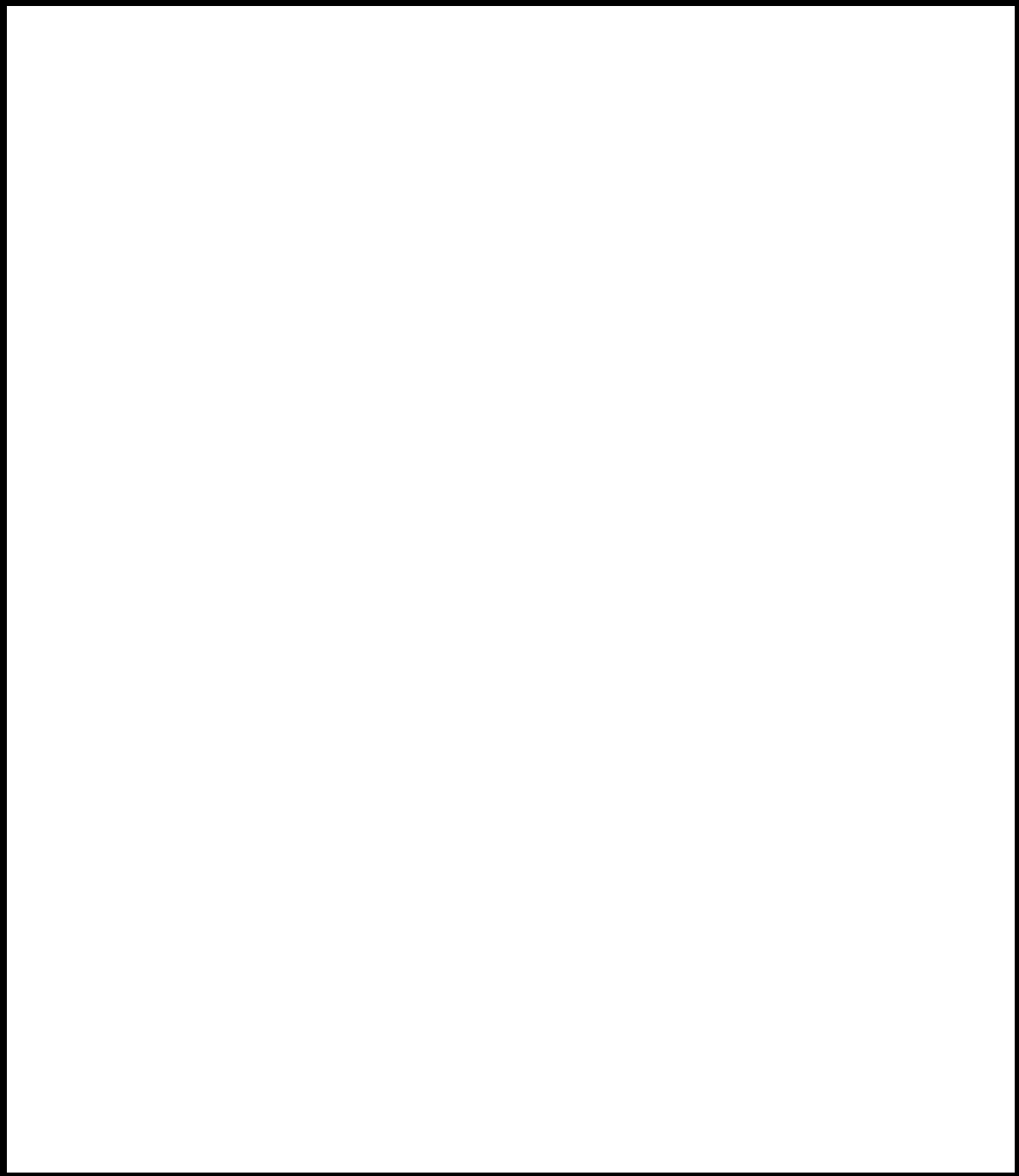
<i>SITUATION</i> Analysis of customer needs and expectations. Reason for the project. Date:	
---	--

<i>PROJECT TEAM</i> <hr/> Team leader Team Members Date:	
---	--

<i>OBJECTIVE STATEMENT</i> Intended Result of the Process Improvement Effort. Date:	
--	--

Example

<i>INITIAL PROCESS</i>	Process Flow Diagram of the Existing Process. Date:
-------------------------------	---



Example

QUALITY PERFORMANCE MEASURES	
Measures to Monitor Process Behavior Date:	

INITIAL QMP VALUES	
Values for the Quality Performance Measures as the Process Currently Behaves. Date:	

Example

<i>CAUSE & EFFECT DIAGRAM</i>	Graphical Display of Causes and effect.	Date:

<i>MOST PROBABLE CAUSE</i>	
Identification of Top 2 - 3 Suspected Causes. Date:	

Example

<i>THEORIES FOR SOLUTIONS</i>	
Proposed Solutions for top 2 - 3 Suspected Causes Date:	
<i>PLAN TO TEST THEORIES</i>	
Methods/ Measures to be Used to Test Theories. Date:	
<i>TEST RESULTS</i>	
Analysis of Data Collection From Test(s). Date:	

Example

<i>CORRECTIVE ACTIONS</i>	
Solutions Implemented to Improve Process Performance. Date:	
<i>IMPROVEMENT RESULTS</i>	
New QPM Values of Process Behavior as a Result of Process Improvement. Date	
<i>NORMALIZATION</i>	
Steps Taken to Make Solutions Normal to the Process. Date:	

Example

<i>FUTURE PLANS</i>	
Additional Steps to Further Improve the Performance of the Process.	
Plans for Continuation of the project.	
Date:	

Example

<i>SUPPORTING DOCUMENTATION</i>	Other Documentation to Support Storybook <div data-bbox="1192 279 1302 325">Date:</div>